

COMPLAINTS PROCEDURE FOR STUDENTS

■ SPEAK UP – WE'RE HERE TO HELP

If something feels wrong, unfair, or unsafe, you have the right to tell us.

■ 1. TELL SOMEONE

You can report a problem by:

- Talking to a teacher or trusted staff member
- Asking at the office
- Emailing or calling
- Filling in the complaints form

Choose the way that feels safest for you.

■ 2. WE RECEIVE YOUR COMPLAINT

We will:

- Let you know we got it within 2 school days
- Explain what will happen next within 5 school days

■ 3. WE RECORD IT & SUPPORT YOU

We will:

- Add your complaint to our register
- Help you understand the process
- Make sure you feel safe and supported

■ 4. CAN IT BE SOLVED QUICKLY?

YES → Informal Process

- We talk it through
- We try to fix the problem together

NO → Formal Process

- A designated staff member investigates
- They may talk to you and others
- They decide what needs to happen
- You get updates along the way

■ 5. OUTCOME

We will:

- Update our records
- Tell you (or your family) the result

■ 6. NOT HAPPY WITH THE OUTCOME?

You can ask for a review by:

- The Principal
- Or the Board Chair (if the Principal handled the complaint or if the complaint is about the Principal)

■ YOU DESERVE TO FEEL SAFE

If something doesn't feel right, speak up. We are here to listen and help.

People at Aviva College that you can tell:

- Your teacher or another staff member
- Lead Teacher
- Head of School: Kate.Gold@avivacollege.qld.edu.au or Peter.Hunter@avivacollege.qld.edu.au
- Principal: (07) 5301 8008 or email Matt.V@avivacollege.qld.edu.au
- Board Chair: Chairman@avivacollege.qld.edu.au

If you need their contact information you can ask the Admin office on (07) 5301 8008, or email Admin@avivacollege.qld.edu.au.

